**Shashank Beereddy** 

[**Shashankb.sfdc@gmail.com**](mailto:Shashankb.sfdc@gmail.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Summary**

* 7+ years of experience in building software applications on Force.com platform.
* Thorough understanding of application development, project lifecycle and methodologies. Understanding of SDLC methodologies (Agile, SCRUM, and others)
* Experience in writing and consuming Web Services using Bulk, SOAP and Rest API’s.
* Played a key role in implementing Field Service Lightning for the workforce to deliver an efficient onsite service.
* Hands on experience on Custom User Interfaces using Visualforce Pages, Custom Controllers, Standard Controller and Controller Extensions.
* Experience in writing Apex Triggers using Apex Enterprise Patterns to ensure the best practice standards.
* Experience with advanced salesforce concepts like Batch Apex, Schedulable Apex, Queueable Apex, Callouts, Unit of Work Pattern, Dynamic SOQL, Visualforce Components, Lightning Components and scheduling the jobs for various business requirements.
* Developed Test Classes to ensure maximum Code Coverage in improve code quality.
* Knowledge in Lighting Framework.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Types, Email Services, Approvals, Workflows, Validation rules, Sharing Rules, Reports, Lookups, Quick Actions, Junction objects, Master Detail relationships, Dashboards, Tasks and Events.
* Good experience with process automation using Workflows, Approval Processes, Process Builder and Visual F lows.
* Experience in Marketing Cloud and Journey Builders.
* Hands on experience in implementing Customer and Partner Communities to engage customers, partners, and employees strongly.
* Hands on experience in data migration using Import wizard, Apex Data Loader and Jitterbit Data Loader.
* Experience working on Visualforce pages with SLDS, Lightning apps and Lightning components. Over saw classic to Lightning experience migration on an org with several apps.
* Experience in integrating external applications into salesforce.
* Experience in working with Salesforce.com sandbox and production environments.
* Performed e-mail services and approval processes using customization & Apex.
* Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns as per client’s need.
* Handled Migration Projects and Re-engineering Projects.
* Experience in web technologies like HTML, XML, CSS, JavaScript, jQuery, SOAP and Rest.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments and ability to think out-of-the-box. Worked closely with business groups to convert business requirements into technology solutions.

**Technical Skills**

|  |  |
| --- | --- |
| CRM TOOLS | * Salesforce.com |
| SALESFORCE TECHNOLOGIES | * Apex, SOQL, SOSL, Visual Force (Pages, Component & Controllers), Triggers, Lightning |
| SALESFORCE TOOLS | * Apex Data Loader, Web services APIs Eclipse IDE plug-in, App Exchange Data Loader, Jitterbit, SOAPUI |
| LANGUAGES | * Apex, Visualforce, AJAX, HTML, ANT |
| METHODOLOGIES | * Waterfall, Iterative, Agile |
| WEB TECHNOLOGIES | * Web Services, HTML, CSS, jQuery, javaScript |

**Certifications**

* **Salesforce Certified Administrator.**

**Academic Qualifications**

* **Master of Science in Computer Science** at University of Central Missouri with 3.7 GPA
* **Bachelor of Technology in Information Technology at** Jawaharlal Nehru Technology University 7.5 GPA.

**Professional Experience**

**T-Mobile, Bellevue WA Oct 2019 – July 2020**

**Role: Sr. Salesforce Developer/Admin**

* Configure and customize an evolving global Salesforce.com Sales, and Service Cloud environment. Responsible for maintaining the functional areas of data management (including integrations), case management, knowledge base, person accounts, dashboards, and reports
* Maintain system metrics to track trends in usage and data integrity
* Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
* Liaise with business stakeholders on an ongoing basis.
* Evaluating the data collected through task analysis, business process, surveys, and workshops.
* Communicating effectively with clients, vendors, partners, and internal teams to deliver product’s functional requirements like screen, interface, and UI designs.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Applied Validation Rules and created automated approval processes for Change Request.
* Skilled in working on Force.com Platform, Apex Coding, Visual Force Pages, Triggers, Components, JavaScript Remoting, Workflow, Email Services, Sites, Tabs, Custom Objects, Object Relationships, Security Model, Custom Settings, Reports and Dashboards, Validation Rules, Workflows & Workflow rules, Approval Process, Email alerts and Field Sets.

**Comcast, Philadelphia, PA Nov 2017 – Sept 2019**

**Role: Sr Salesforce Developer**

* Building Salesforce applications using advanced process automation concepts like Batch Apex, Queueable Apex, Apex Callouts, Process Builder, Visual Flows, Lightning Apps and Lightning Components.
* Developed the Visual force pages for the Manual Registration of users and login Process leveraging sites functionality provided by Salesforce.
* Designed, Implemented, and developed the Custom objects, Page Layouts, Custom Tabs, and components to suit to the needs of the application
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets
* Managed Users, Hierarchical roles, Profiles, Security Controls, and territory management. Defined Lookup and Master-Detail relationships on the standard and Custom Objects.
* Handled administration, maintenance, and support of Salesforce modules for users.
* Designed and Developed page layouts according to the user requirements.
* Configure Salesforce out of the box process automation using workflow rules, validation rules, Auto response Rules, Approval Process etc.
* Developing interactive UI applications using advanced JavaScript frameworks, HTML5, SLDS, Aura, lightning, visualforce etc. Implement Salesforce classic and Salesforce lightning experience
* Developed reusable lightning components with complex Application and Component events.
* Used platform events to enable apps to communicate in pub sub model.
* Design and develop integrations between in house applications and Salesforce cloud using SOAP, REST webservices.
* Building and designing complex solutions as per business requirements, ensuring delivery within release timelines
* Develop modular and scalable code adhering to enterprise security standards
* Closely work with Architects, Business Partner and Developers to communicate and understand business and technical specifications effectively.

**Appshark Software Inc. Dallas, TX May 2016 – Oct 2017**

**Role: Salesforce Developer/Admin**

* Worked with the user group for requirement gathering throughout the planning and implementation in the sales cloud-based environment.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in Web Services Integration to connect with the different Applications.
* Experience with writing dynamic SOQL and SOSLstatements within custom controllers, extensions, and triggers.
* Performed Code Refactoring to improve the performance using best practices.
* Knowledge in Apex Classes, Visualforce Pages, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on Single Sign On to integrate with Salesforce with SAML configuration settings In SFDC using Identity Provider using LDAP Server Settings.
* Performed Base-64 decoding for encrypted URL’s and parsed the generated JSON.
* Experience with Source Control Repositories like SVN.
* Experience working with Salesforce AppExchange products, Managed and Unmanaged packages.
* Embedded Visual Flow Screens on Visualforce Pages to allow users navigate through to collect survey responses and pass the information to Controller to apply complex business rules.
* Worked with various salesforce.com objects like Accounts**,** Contacts, Opportunities, Leads and Custom Objects.
* Developed various Custom Tabs, Tags and Visualforce Components.
* Worked with Validation Rules, Workflows, Approval Process and Reports and Dashboards.
* Created Dashboards and Reports and presented them in communities.
* Worked with Data Loader and App Exchange Applications.
* Co-ordinate with System team in deploying the components for Service Team and fix any deployment failures.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Involved in setting up the Role Hierarchy and assigning the Users as per the role.
* Created different profiles and setup the permissions based on the roles in the organization.

**Ethicon Inc, Somerville NJ Oct 2014 – April 2016**

**Role: Salesforce Developer/Admin**

* Performed Deployment related tasks during Go Live using Force.com IDE deployment and Change Sets to accomplish code push.
* Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rules, assignment rules and approval process.
* Configured Service cloud to prevent irrelevant and sensitive data from being displayed
  + - * Efficiently worked on customizing with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities using Apex.
* Developed various Custom Reports, Dashboards and deployed them for different business users based on security.
* Refresh the sandboxes in regular intervals and deploy the code into production.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Supported the Data migration activities using out of the box Data Loader.

**Samhita IT, Hyderabad, India May 2012 – July 2013**

**Role: Software Developer**

* Worked on developing the user interface/applications using HTML, JSP, CSS, JQuery, Spring MVC and Java related frameworks for User Interface.
* Worked on development of SOAP web services for backend components.
* Using SVN as Version Control Tool in the process of development.
* Jenkins as build tool for continuous Integration and delivery.
* Involve in code review using Jupiter plugin.
* Involved in writing the Junits for the developed functionality of the code.
* Involved in writing PL/SQL queries for Oracle database.
* Learned and implemented different design patters like Singletons, Factory method, Builder.
* Assist in User Acceptance testing when necessary and recommend certification of software changes for use by location users in the field once the software meets the business requirements.
* Suggested probable risk and risk mitigating strategies along with creative solutions to the management team.
* Maintained, updated, and executed Functional Testing scripts and scenarios to ensure that individual software modifications function as expected.